

## **CITY OF BURBANK**

### **COMMUNICATIONS SUPERVISOR**

#### **DEFINITION**

Under general direction, to coordinate and supervise the overall operation of the Police Communication Center during an assigned shift; and to do related work as required.

#### **ESSENTIAL FUNCTIONS**

Coordinates and supervises the activities of the Communication Center to assure a timely response to calls for service by field units; operates 911 emergency telephone system; sends and receives computer messages and routes same to the appropriate destination; operates computer terminal to enter, modify or retrieve data; performs the duties of a Communications Operator when necessary; prepares required reports and summaries of Communication Center activities; evaluates employee performance and makes appropriate training recommendations; trains staff including new employees; investigates complaints and recommends appropriate action; assists with scheduling, developing, and implementing policy.

#### **MINIMUM QUALIFICATIONS**

##### **Employment Standards:**

- Knowledge of - rules and regulations of the Federal Communication Commission covering the operation of radio receivers and transmitters; policies and procedures of the Communications Center manual, Burbank Police Department's General Orders, and City Administrative Procedure; California Penal and Vehicle Codes, and The City's Municipal Code; Department's CAD system and related communication equipment.
- Ability to - speak clearly and concisely; think clearly and act quickly in emergencies; maintain accurate records; simultaneously receive, dispatch, and record information utilizing a computer data base system; work rotating shifts; establish and maintain effective working relationships with fellow employees, supervisors, and the public; lead a work group to achieve the goals and objectives of the Communication Center and the Burbank Police Department.

**Education/Training:** Five years experience as a Burbank Police Communications Operator or equivalent.

#### **SUPPLEMENTAL INFORMATION**

A valid California Class "C" driver's license or equivalent may be required at time of appointment.